AMENDMENTS TO THE CLAIMS

Please add or amend the claims to read as follows, and cancel without prejudice or disclaimer to resubmission in a divisional or continuation application claims indicated as cancelled. The listing of the claims will replace all prior versions, and listing, of claims in the application.

Listing of claims:

1. (**Currently Amended**) A method for managing data storage ~~according to content of the data or any other related metadata or input information related to the recorded data,~~ comprising:

    receiving a stream of audio or video data related to a communication over a communication network;

    receiving computer telephony integration (CTI) metadata information associated with the communication;

    automatically analyzing the content of the audio or video data to determine ~~determining~~ at least one characteristic of the ~~data according to the~~ content;

    generating metadata associated with the at least one characteristic of the automatically analyzed content;

    selecting one of a plurality of storage options having different types of accessibility and/or capacity according to said CTI metadata or generated metadata ~~at least one characteristic of the data~~ and according to at least one rule; and

    placing the data into said selected storage option.

2. (Original) The method of claim 1, wherein said placing said data further comprises compression of the data according to access needs or data importance.

3. (Original) The method of claim 1, wherein said data is data which needs formatting.

4. (Cancelled)

5. (**Currently Amended**) The method of claim 1, wherein the CTI metadata is received from a ~~said determining said at least one characteristic of said data is done using~~ CTI server ~~data~~.

6. (**Currently Amended**) The method of claim 1 <u>comprising:</u>

    ~~, wherein said determining said at least one characteristic of said data is~~ ~~done using~~ <u>receiving Computer Relationship Management (CRM)</u> ~~CRM server~~ data <u>associated with the communication from a CRM server.</u>

7. (Cancelled)

8. (Original) The method of claim 1, wherein said selected storage option causes deletion of the data.

9. (Original) The method of claims 1, wherein said plurality of storage options include storage options having at least two different types of devices.

10. (Original) The method of claim 9, wherein at least one storage option includes an on-line storage device.

11. (Original) The method of claim 9, wherein at least one storage option includes an off-line storage device.

12. (Original) The method of claim 9, wherein at least one storage option includes a near-line storage device.

13. (Cancelled)

14. (Cancelled)

15. (**Currently Amended**) The method of claim <u>1</u> [[14]], wherein the data is analyzed automatically according to a type of the data.

16. (Original) The method of claim 15, wherein the data includes a plurality of different types of data, and said plurality of different types of data is analyzed concurrently.

17. (**Currently Amended**) The method of claim <u>1</u> [[14]], wherein the data is rendered into a common format before being analyzed automatically.

18. (**Currently Amended**) The method of claim <u>1</u> [[14]], wherein the data is rendered into a common format after being analyzed automatically.

19. (Original) The method of claim 1, wherein said at least one rule includes a time interval for holding the data in said selected storage option.

20. (Original) The method of claim 19, wherein the data is migrated from a first selected storage option to a second selected storage option after said time interval has elapsed.

21. (Original) The method of claim 1, wherein said at least one rule is entered manually.

22. (Original) The method of claim 1, wherein said at least one rule is generated automatically.

23. (Original) The method of claim 22, wherein said at least one rule is generated automatically according to business data.

24. (**Currently Amended**) The method of <u>claim</u> ~~any of claims~~ 19, wherein said at least one rule includes an action to be performed on the data according to an event, wherein said event is related to said at least one characteristic of the data.

25. (**Currently Amended**) The method of claim 1, further comprising<u>:</u>

   receiving data from an input source ~~before determining said at least one characteristic of the data~~, wherein said <u>data</u> ~~input source~~ includes at least one of ~~video data, audio data,~~ coded data, e-mail messages, e-mail attachments, chat messages, other types of messaging system messages, documents transmitted by facsimile and user interface data<u>;</u>[[,]] and

   <u>automatically analyzing the content of the data received from the input source to determine at least one characteristic of the content of the data</u> ~~a combination thereof~~.

26. (**Currently Amended**) The method of claim <u>1</u> [[13]], wherein feedback from an analysis of the <u>content of the</u> data is used for determining said at least one characteristic ~~of the data~~.

27. **(Currently Amended)** A system for data management according to content of the data, comprising:

an input source to deliver a stream of audio or video data related to a communication over a communication network;

a computer telephony integration (CTI) server to provide CTI metadata information associated with the communication;

(a) an analysis module for analyzing the content of the data to determine at least one characteristic of the content of the data and to generate metadata associated with the at least one characteristic of the analyzed content ;

(b) a rule engine for comparing said to compare at least a portion of the generated metadata or the CTI metadata one characteristic of the data to at least one rule;

(c) a storage manager for receiving a decision from said rule engine for at least storing the data; and

(d) a plurality of storage devices options having different types of accessibility and/or capacity for storing the data, wherein said storage manager stores the data in one of said plurality of storage devices options according to said decision.

28. **(Currently Amended)** The system of claim 27, wherein said storage devices options have different characteristics.

29. **(Currently Amended)** The system of claim 28 [[27]], wherein said different characteristics include lifetime of stored data, and reliability to [[the]] a user.

30. (Cancelled)

31. (Cancelled)

32. (Cancelled)

33. (Cancelled)

34. (Original) The system of claim 27, further comprising a client, wherein said rule engine determines if data is to be retrieved to said client.

35. **(Currently Amended)** The system of claim 27, further comprising:

a format analyzer to format the data prior to being delivered to the ~~an input source for providing data to said metadata~~ analysis module,

wherein said rule engine determines if the data is to be used as feedback to said ~~input source~~ format analyzer.

36. (Original) The system of claim 27, wherein an operation of said rule engine is manually triggered.

37. (Original) The system of claim 27, wherein an operation of said rule engine is automatically triggered.

38. (Original) The system of claim 37, wherein said rule engine is an initiator of a process for at least storing the data.

39. (**Currently Amended**) [[A]] The system of claim 27 ~~for the analysis of content of data to be stored~~ comprising:

~~(a)~~ a correlator for correlating data originated from more than one source of data, the data selected from the group containing computer metadata, telephony metadata, formatted data and telephony content data for determining at least one characteristic of the data to be stored[[;]].

~~(b) an analysis module for comparing at least one characteristic of the data to at least one rule for determining where to store the data to be stored;~~

~~(c) at least one storage for storing a part or all of the data to be stored.~~

40. (Cancelled)

41. (Cancelled)

42. (Cancelled)

43. (**Currently Amended**) A system for data management according to metadata, comprising:

an input source to deliver a stream of audio or video data related to a communication over a communication network;

~~(a)~~ a client relationship management (CRM) ~~CRM~~ server to provide ~~for providing~~ CRM metadata input associated with the communication ~~for the data~~;

(b) an analysis module for analyzing the <u>content of the</u> data to determine at least one characteristic of the <u>content of the data and to generate metadata associated with the at least one characteristic of the analyzed content</u>;

(c) a rule engine ~~for comparing said~~ <u>to compare at least a portion of the generated metadata or the CRM metadata</u> ~~one characteristic of the data~~ to at least one rule;

(d) a storage manager for receiving a decision from said rule engine for at least storing the data; and

(e) a plurality of storage <u>devices</u> ~~options~~ having different types of accessibility and/or capacity ~~for storing the data~~, wherein said storage manager stores the data in one of said plurality of storage <u>devices</u> ~~options~~ according to said decision.

44.   (New) The method of claim 1, wherein the communication is a telephone call between a customer and a member of service center personnel.

45.   (New) The method of claim 1, wherein the communication is a voice communication and further comprising converting the audio data of the voice communication to textual data.

46.   (New) The method of claim 45, further comprising analyzing the textual data to categorize the voice communication.